

CL-10584856-6388

Westhampton NY

APR 17 2014

Toyota Corporation
19001 South Western Ave
Dept WC11
Torrance California
90501

To whom it may concern

I am writing to inform you about what I consider to be a serious design flaw regarding the keyless start installed on my 2013 Toyota Camry.

About a week ago I was driving back from Florida and parked my car in a rest stop on Rte 95. After I returned from the restroom I was shocked to see that my car was not where I left it. It had rolled back out of the spot and down the road a distance. Luckily I didn't hit anyone or anything, which was nothing short of a miracle because the parking lot was crowded.

I realized I had accidentally turned the car off and left it in drive. I was shocked to find out that this car can be turned off in any gear and equally shocked to learn that the car will roll backwards when on a downward incline even when it is in drive.

I called Toyota (Ref# 140-402-0521) and was told to bring the car to the nearest Toyota dealer to have them check it out. Which I did and was told by them that the "vehicle operates as designed"

Hard to believe that you can turn this car off in gear without any warning buzzer going off and that it can roll backwards or forward while it is in gear when parked.

I would love to hear back from you as to how this can be.

Thank you

cc
NHTSA
1200 New Jersey Ave

NM
42314
SMD



[Redacted]
Westhampton, NY



MID-ISLAND NY 117

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NHTSA
1200 NEW JERSEY AVE
WEST BUILDING
WASHINGTON DC

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